

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**OPERATIONS MANAGER
CIVIC CENTER**

GENERAL STATEMENT OF DUTIES

Performs responsible administrative, supervisory and public contact work in directing and coordinating Civic Center events. Employee reports to the Civic Center Director.

DISTINGUISHING FEATURES OF THE CLASS

An employee in this class is responsible for planning, directing, and coordinating events at the Civic Center. Work involves the coordination of supplies and equipment. Work also involves modifying existing facilities to meet the needs of handicapped patrons. Employee acts as Manager-On-Duty, when appropriate, during various events. Employee supervises technical staff. Tact and courtesy are required in frequent dealings with City officials, associated agencies and the general public. Work is performed with considerable independence under the general supervision of the Civic Center Director and is evaluated through assessment of the effectiveness and efficiency of events, as well as public approval.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Responsible for building Operations (engineering and maintenance) at the Civic Center.

Plans and schedules engineering and maintenance staffing and service for Civic Center events and related activities in accordance with City guidelines and procedures; responsible for stagehands whenever they are working in the building.

Serves as liaison to potential promoters, City officials, outside agencies and the general public.

Develops and implements procedures and methods for increased efficiency and effectiveness of operation, such as tracking maintenance-related costs of completing large projects in-house versus outsourcing to a private contractor, to include staff overtime and related overhead costs.

Designs floor plans and diagrams for shows, conventions, and events; ensures that these plans are followed during actual event set-up.

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Ensures that equipment, materials, and supplies are secured well in advance of events; ensures that equipment, materials, and supplies are safeguarded from theft and misuse.

Maintains proper records regarding inventory of equipment within the venue as necessary to fulfill requirements of annual audit.

Ensures attractiveness of venue by performing proper cleaning methods and utilizing proper cleaning products; ensures that proper health standards are following with regard to handling all cleaning products.

Maintains proper hazardous material records as required by OSHA; ensures that safe and proper work methods are used by staff; attends training as necessary to keep up-to-date with current requirements.

Hires, performs background checks, trains, and supervises a staff of technical personnel; plans and schedules "back house" staffing and services including engineering, maintenance, stagehands, etc.

Participates in planning and implementing CIP projects. Hires and supervises contractors to perform a variety of construction and service tasks.

Performs and oversees a variety of ice rink related duties to ensure quality ice for a variety of events over an extended period of time each year.

Performs and oversees a variety of other sports-related event activities, including proper set-up of events and maintenance of equipment.

Serves as Safety Coordinator for the facility; ensures safety and fire codes are being followed.

Acts as Manager-On-Duty, when appropriate, during various events.

Recommends and/or makes modifications to existing facilities to accommodate the needs of patrons with disabilities and other special needs; serves as ADA Liaison.

Prepares the Division budget and monitors expenditures.

Responds to patrons' inquiries and complaints; finds timely solutions to problems.

Performs extensive public contact work and research to find out what the City's patrons want and to provide quality events.

Prepares Operations' payroll and processes Operations' invoices for payment.

ADDITIONAL JOB FUNCTIONS

Performs related work assignments as required.

OPERATIONS MANAGER

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of the methods and techniques used in the operation of Civic Center events.

Considerable knowledge of live entertainment and sports industries as well as the facility needs of the community.

Considerable knowledge of the entertainment- and business-facility needs of the community.

Considerable knowledge of the available resources of the Civic Center.

Considerable knowledge of facilities and equipment to be used by Civic Center patrons and visitors.

Considerable knowledge of the principles and practices of supervision.

Working knowledge of general management and organizational principles and practices.

Skill in coordinating personnel, equipment and supplies.

Ability to exercise considerable independent judgment and discretion in establishing, applying and interpreting policies and procedures.

Ability to communicate effectively in oral and written form.

Ability to give oral presentations before large groups of people.

Ability to establish and maintain effective working relationships with the various governmental officials and the general public.

MINIMUM EXPERIENCE AND TRAINING

Bachelor's degree in facilities management, business administration or a related field and 3 to 5 years of related experience; and/or any equivalent combination of training and experience required to perform the essential position functions.

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

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Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organization and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

Exempt
Salary Grade 18